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DATE November 5, 2004
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RETURN TO Esmarie A. GarlandTO Examiner Susanna M. Diaz
United States Patent and Trademark OfficeFAX NO. 1.703.872.9306
VOICE NO. 1.703.305.1337

MESSAGE

Re: U.S. Patent Application No. 09/415,507
Filed: October 8, 1999
Inventor: Mukesh Dalal
Entitled: *System and Method for Optimizing Request-Promise Workflows*

Dear Examiner Diaz:

As discussed, attached is an Amendment in the above-identified case. If you have any questions, please let me know.

Very truly yours,

Christopher W. Kennerly
Attorney for Applicant
Reg. No. 40,675

CWK/eag

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PATENT APPLICATION
09/415,507

NOV 05 2004
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Mukesh Dalal

Serial No.:

09/415,507

Date Filed:

October 8, 1999

Confirmation No.:

4917

Group Art Unit:

3623

Examiner:

Susanna M. Meinecke Diaz

For:

*System and Method for Optimizing Request-Promise
Workflows*

Mail Stop AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

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I hereby certify that this communication is being transmitted by facsimile to the U.S. Patent and Trademark Office on the date shown below.	
Name:	<u>Esmarie A. Garland</u> Esmarie A. Garland
Date:	<u>November 5, 2004</u>
Total # of pages: 11 (with cover page)	

Dear Sir:

Amendment

Applicant respectfully requests the Examiner to reconsider the rejection of the claims
in view of the following amendments and remarks. Please amend the Application as follows.